



**F E D E R A L
S T U D E N T A I D**
We Help Put America Through School

Enterprise Configuration Management Implementation

Project-based Configuration Management Review Process

April 5, 2002

Draft Version 1.0



Table Of Contents

| | | |
|------------|---|-----------|
| 1.0 | Introduction..... | 3 |
| 2.0 | Project-based Configuration Management Review Process Overview..... | 3 |
| 2.1 | Purpose..... | 3 |
| 2.2 | Process Definition | 3 |
| 2.3 | Benefits | 3 |
| 2.4 | Process Flow | 4 |
| 2.5 | Process Steps | 5 |
| 3.0 | Project-based Configuration Management “Conduct Review Meeting” Process..... | 7 |
| 3.1 | Purpose..... | 7 |
| 3.2 | Process Definition | 7 |
| 3.3 | Benefits | 7 |
| 3.4 | Process Flows | 8 |
| 3.5 | Process Steps | 9 |
| 4.0 | Appendix | 11 |

| | |
|-------------------|--|
| Appendix A | Project-based Configuration Management (CM) Review Schedule Template |
| Appendix B | Project-based Configuration Management (CM) Review Communication Template |
| Appendix C | Project-based Configuration Management (CM) Review Meeting Agenda Template |
| Appendix D | Project-based Configuration Management (CM) Review Meeting Report Template |
| Appendix E | Configuration Management (CM) Orientation Presentation |
| Appendix F | Project-based Configuration Management (CM) Review Measurement Set |
| Appendix G | Project-based Configuration Management (CM) Review Questionnaire Template |
| Appendix H | Project-based Configuration Management (CM) Review Evaluation Survey Template |



1.0 Introduction

This Project-based Configuration Management Review Process Guide is intended as a reference guide for those individuals within Federal Student Aid (FSA) with a need to review, either as reviewer or reviewee, the planning and performance of Configuration Management (CM) activities at the project level. Most commonly, the reviewee will be the project CM Lead, and the reviewer may be a member of the Enterprise Configuration Management (ECM) team.

This process guide is consistent with FSA policy in the Solution Life Cycle (SLC) guidelines, as it uses the SLC CM Process Guide as the basis for the support of project CM activities. These activities should occur throughout all phases of the SLC, beginning in the Vision Phase through Definition, Construction, Deployment and Support.

The proper planning and performance of CM ensures the integrity of software and non-software items placed under CM. However, proper CM practices should be observed on software development and non-software projects alike. Properly performed CM typically saves time, money, and effort, while lowering the risk of costly rework. CM practices can improve employee satisfaction by making projects flow more smoothly with fewer crises reducing potential frustrations.

2.0 Project-based Configuration Management Review Process Overview

2.1 Purpose

The Project-based Configuration Management Review Process describes the steps, responsibilities, tools and outcomes involved in planning, executing and reporting reviews of project-based CM activities.

2.2 Process Definition

This process defines the sequence of actions to be taken in reviewing CM activities. The process begins with the identification of suitable projects that will benefit the most from CM review. It continues with scheduling, communicating and conducting the meeting; it concludes with analysis and reporting of the findings, and evaluation of the review process.

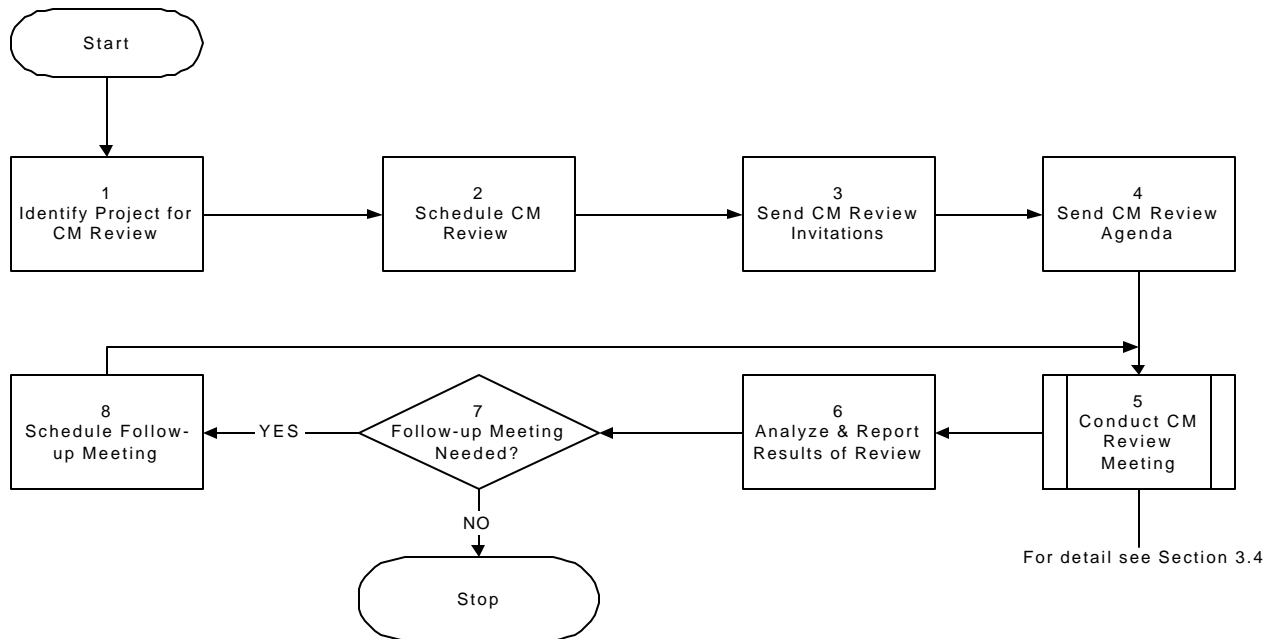
2.3 Benefits

Benefits of following the review process include:

- Establishment of a basis for the measurement of CM performance
- Facilitation of improvement of the performance of CM activities
- Promotion of FSA standard CM practices based on the SLC
- Support of the Production Readiness Review (PRR) process
- Support of the FSA Quality Assurance (QA) Audits
- Awareness by projects of how to submit change requests via the Enterprise Change Management Process



2.4 Process Flow





2.5 Process Steps

| Step # | Step Description | Responsibility | Tools | Deliverables/Outcomes |
|--------|--|-----------------------------|----------------------------------|--|
| Start | | | | |
| 1. | <p><i>Identify Project for CM Review</i> The process begins when a system/task or project (hereafter “project”) is selected for CM Review. The reviewer determines the following project information: Project Team Name, FSA Identification, Project Manager.</p> | Reviewer | FSA Project List | <p>Project Identified</p> <p>Application or System Name (for Legacy)</p> |
| 2. | <p><i>Schedule CM Review</i> The reviewer contacts the Project Manager to:</p> <ul style="list-style-type: none"> • Introduce the CM Project-based Review mission • Find who should be invited to attend the first review, for example the Project CM Lead • Determine a suitable time and location for the first review • Determine the Solution Life Cycle (SLC) Phase of the project and whether or not it will have FSA Quality Assurance and/or other reviews <p>The reviewer schedules the date, time and location for the first review.</p> | Reviewer Project manager | CM Review Schedule Template | Review Meeting scheduled |
| 3. | <p><i>Send CM Review Invitations</i> The reviewer sends e-mail invitations approximately five business days before the first meeting to persons identified by the Project Manager, including the appropriate FSA personnel such as the Project Lead or designee.</p> | Reviewer | CM Review Communication Template | Communications sent |
| 4. | <p><i>Prepare & Send CM Review Agenda</i> The reviewer prepares the agenda for the first review and sends it to the invitees, confirming the date, time and location of the meeting.</p> | Reviewer | CM Review Agenda Template | CM Review Agenda complete |



Project-based Configuration Management Review Process

| Step # | Step Description | Responsibility | Tools | Deliverables/ Outcomes |
|--------|--|----------------------|--|---|
| 5. | <i>Conduct CM Review Meeting</i> (See Project-based Configuration Management “Conduct Review Meeting”, sections 3.4, 3.5) | Reviewer | See Sections 3.4, 3.5 | See Sections 3.4, 3.5 |
| 6. | <i>Analyze & Report Results of Review</i> The reviewer records the results of the meeting and sends the report to the Project Manager and attendees, especially for the first review session. The reviewer updates the Project Team Measurement Tracking Matrix (in Measurement Set.) | Reviewer | CM Review Report Template CM Review Measurement Set | CM Review Report completed and sent Project Team Measurement Tracking Matrix updated |
| 7. | <i>Follow-up Meeting Needed?</i> Reviewer and Reviewee determine whether or not a follow-up meeting is useful. When gaps and issues identified are significant enough, a follow-up review is needed. For example, a significant gap would be that a project lacks a Configuration Item Index. If yes, go to Step 8, <i>Schedule Follow-up Meeting</i> . If No, this process is completed, <i>Stop</i> | Reviewer Reviewee | N/A | Follow-up meeting decision |
| 8. | <i>Schedule Follow-up Meeting</i> A follow-up meeting is scheduled approximately one month from this meeting. | Reviewer Reviewee | CM Review Schedule Template | Follow-up meeting scheduled |



3.0 Project-based Configuration Management “Conduct Review Meeting” Process

3.1 Purpose

The Project-based Configuration Management “Conduct Review Meeting” Process describes the steps, responsibilities, tools and outcomes involved in the actual holding of the meetings for review of project-based CM activities.

3.2 Process Definition

This process defines the sequence of actions to be taken in the meeting held to review the CM activities of Projects beginning with the introduction of the ECM effort to presenting the CM Process Guide and templates. It continues with reviewing the project CM activities and assessing CM compliance. It concludes with planning on-going mentoring activities and identifying next steps.

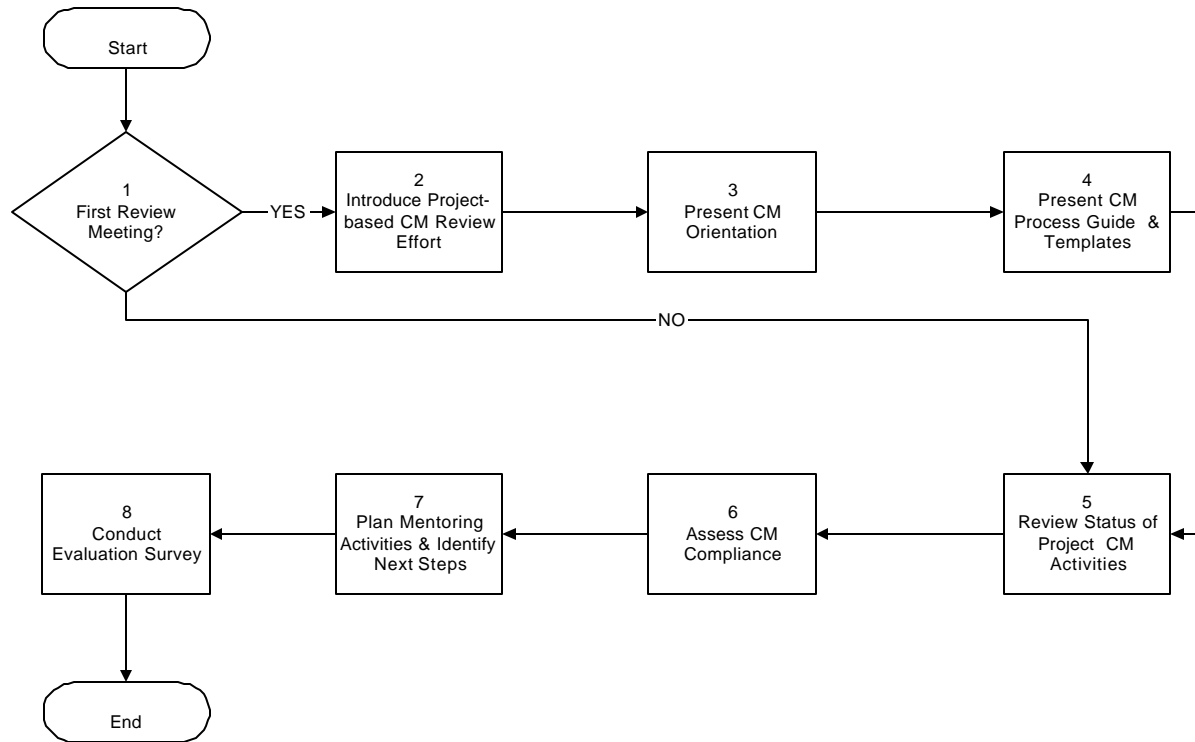
3.3 Benefits

Benefits of following this process include:

- Standardizing how a CM review session is conducted across projects
- Using a standard format for the evaluation of project compliance to CM Key Practices
- Minimizing the amount of time necessary to conduct an efficient CM review
- Obtaining buy-in for the on-going CM project-level mentoring activities



3.4 Process Flows





3.5 Process Steps

| Step # | Step Description | Responsibility | Tools | Deliverables/Outcomes |
|--------|---|----------------------|---|-------------------------------------|
| Start | | | | |
| 1. | <i>First Review Meeting?</i> If Yes, Proceed to Step 2, <i>Introduce Project-based CM Review Effort</i> If No, Proceed to Step 5, <i>Review Status of CM Activities</i> | Reviewer | N/A | N/A |
| 2. | <i>Introduce Project-based CM Review Effort</i> The reviewer introduces the mission and purpose of the ECM effort at the project level – to provide review and support of the planning and performance of CM activities. | Reviewer | CM Review Agenda | Complete introduction |
| 3. | <i>Present CM Orientation</i> The reviewer gives the CM Orientation Presentation tailored to the circumstances of the project being reviewed. | Reviewer | CM Orientation Presentation | Complete orientation |
| 4. | <i>Present CM Process Guide & Templates</i> The SLC CM Process Guide & related templates are presented in appropriate detail as key tools to assist in the planning and performance of CM on the project. | Reviewer | Updated Version of CM Process Guide & attachments; Mod Partner: See Knowledge Library on e-Project; FSA: TBD | Complete presentation |
| 5. | <i>Review Status of Project CM Activities</i> Using the CM Key Practices Road Map (in the Measurement Set), the reviewer asks the reviewee to address the nine key practices. The reviewer records the responses. If the project is working with QA and/or QPI, use the more detailed CM Review Questionnaire. | Reviewer Reviewee | CM Key Practices Road Map CM Review Questionnaire | Completed CM Key Practices Road Map |



Project-based Configuration Management Review Process

| Step # | Step Description | Responsibility | Tools | Deliverables/ Outcomes |
|--------|---|----------------------|--|---|
| 6. | <p><i>Assess CM Compliance</i></p> <p>Using the CM Key Practices Road Map, assess the current level of CM compliance in terms of how many of the nine Key CM Practices have been accomplished.</p> | Reviewer | CM Key Practices Road Map (in Measurement Set) | Results of CM Key Practices Road Map analyzed |
| 7. | <p><i>Plan Mentoring Activities & Identify Next Steps</i></p> <p>Plan Mentoring Activities: The key to the continuation and institutionalization of the Project-based CM Review effort resides in the transfer of knowledge capital. The reviewer presents the reviewee (usually a CM Lead) with the opportunity to become a mentor to a new CM Lead. Thus, the reviewee is aware from the first review meeting of the need to learn how to plan and perform CM because that individual may well be responsible for reviewing and mentoring another CM Lead on another project at FSA.</p> <p>Identify action items: Both reviewer and reviewee agree on a schedule to accomplish these actions. Briefly review next session objectives. These actions and objectives are documented in the Project-based CM Review Meeting Report and stored in an shared environment that is mutually available and easy to access.</p> | Reviewer Reviewee | CM Review Meeting Report | List of Action Items appears on CM Review Meeting Report. |
| 8. | <p><i>Conduct Evaluation Survey</i></p> <p>The reviewer asks the reviewee to complete an evaluation survey to provide feedback, comments and suggestions as to how to improve the review.</p> | Reviewer Reviewee | CM Review Evaluation Survey | Completed CM Review Evaluation Survey |



4.0 Appendices

Appendix A Project-based Configuration Management (CM) Review Schedule Template



"ECMI Project-based
CM Review Schedule



Appendix B Project-based Configuration Management (CM) Review Communication Template



"ECMI Project-based
CM Review Commun



Appendix C Project-based Configuration Management (CM) Review Meeting Agenda Template



"ECMI Project-based
CM Review Meeting A



Appendix D Project-based Configuration Management (CM) Review Meeting Report Template



"ECMI Project-based
CM Review Meeting R



Appendix E Configuration Management (CM) Orientation Presentation



"ECMI CM
Orientation Presentat



Appendix F Project-based Configuration Management (CM) Review Measurement Set



"ECMI Project-based
CM Review Measuremen



Appendix G Project-based Configuration Management (CM) Review Questionnaire Template



"ECMI Project-based
CM Review Questionr



Appendix H Project-based Configuration Management (CM) Review Evaluation Survey Template



"ECMI Project-based
CM Review Evaluation